

May 26, 2004

## ENROLLMENT COORDINATOR

**1. PURPOSE:** This Veterans Health Administration (VHA) Directive mandates that an “Enrollment Coordinator” be established at each Department of Veterans Affairs (VA) medical care facility and it outlines the duties and responsibilities of the position.

**2. BACKGROUND:** Public Law 104-262, The Veterans Health Care Eligibility Reform Act of 1996 required that VA establish an enrollment system to help manage its health care delivery system. VHA has determined that an Enrollment Coordinator position is required within each medical care facility to serve as the facility liaison on all administrative matters relating to the enrollment program.

**3. POLICY:** It is VHA policy that each medical care facility, including facilities that have Outpatient Clinics and Clinical Based Outpatient Clinics assigned to their jurisdiction, is required to maintain an established position for an Enrollment Coordinator.

### 4. ACTION

a. **Medical Facility Director.** The medical facility Director is responsible for ensuring that a facility Enrollment Coordinator is identified and any changes in the Enrollment Coordinator are forwarded to the Chief Business Office.

b. **Enrollment Coordinator.** Enrollment Coordinator facilitates all administrative aspects of the enrollment process, health benefits eligibility determinations and related aspects of health benefits administration. The Enrollment Coordinator serves as the facility liaison on matters relating to the enrollment program and must be assigned responsibility for, but not limited to:

(1) Establishing procedures to ensure all “front-line” employees involved with veteran patient contact during the intake and enrollment process receive periodic training and regular status briefings on the enrollment process and health benefits administration.

(2) Ensuring local and network policies and procedures are in place and are consistent with National policies.

(3) Serving as the subject matter expert on all enrollment administrative issues for first-line, middle and senior facility management officials.

(4) At the discretion of the facility Director, briefing local Veterans Service Organizations (VSOs) and congressional officials on a regular basis regarding enrollment issues and health benefits administration.

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(5) Coordinating the implementation of all enrollment software changes to Veterans Health Information Systems Technology Architecture (VistA) with the local Information Resource Management Staff.

(6) Ensuring that demographic information relative to the individual assigned and/or assigned within the position is published on a quarterly basis.

(7) Ensuring that communication and education activities are implemented at the local level to disseminate enrollment and health benefits eligibility information to:

(a) All employees involved in the enrollment process and health benefits administration.

(b) Local VSOs for inclusion in their newsletters and other publications.

(c) Veterans through the display of enrollment posters, handouts, and other information material.

c. **Chief Business Office (16).** The Chief Business Office (16), must maintain a facility Enrollment Coordinator directory that is updated quarterly.

**5. REFERENCE:** Public Law 104-262.

**6. FOLLOW-UP:** The Chief, Business Officer (16) is responsible for the contents of this Directive. Questions may be addressed to 202-254-0329.

**7. RESCISSION:** This VHA Directive 98-037 is rescinded. This VHA Directive expires May 31, 2009.

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